



Frequently Asked Questions (FAQ)

COVID-19 Pandemic

as of April 3, 2020

What Steps is the Erin Mills Soccer Club taking to ensure safety of its members?

The health and safety of our fellow Eagles (members, parents, staff, team officials, and volunteers) is of the utmost importance to us. EMSC continues to monitor the COVID-19 situation and align our actions with those of our Governing bodies of Sport (Canada Soccer, Ontario Soccer and Peel Halton) in addition to our City and Provincial and National Governments. EMSC has closed its office, created a webpage on our site and sent communication about COVID-19 and signs, symptoms and steps to take to protect yourself and family.

Is the Clubhouse Open?

EMSC aligned with its governing body of sport, Ontario Soccer, and suspended all programming on Friday, March 13, 2020 until further notice ([read OS Notice here](#)). The clubhouse has since been closed, following the guidelines of the Premier of Ontario and the closure of “non-essential services” until further notice ([March 23, 2020](#)).

Are staff available to answer questions?

Despite the closure of our office, Staff are working diligently behind the scenes to ensure we are able to continue to offer quality customer service and work towards our future programming. While we are not available via phone, we are certainly available via email ([contact us here](#)).

What will happen with the remaining Recreational Indoor Programming?

The Club recognizes that games have been missed for both our Winter youth programming (3) and Adult program (5). The Club is monitoring the situation closely and will look to any determinations once the overall impact has been assessed.

What about EMSC's Summer Recreational Program?

The Club remains optimistic that our Summer Programming will proceed. Staff are working to ensure this program is available to all members and reviewing all scenarios to ensure we are ready to resume operations when available. Families wishing to register for our Summer Programming (that have not yet registered) are able to do so [online via our website](#).

I want to register but am uncertain about the current situations impact.

The Club understands the fluidity of this situation and are aware you must look after yourself and your families first and foremost. We have taken the following steps to ensure we recognize this:

1. Extended our Early Bird Pricing- Our Early Bird Pricing has been extended from Friday, April 11, 2020 to Friday, April 30, 2020 at 11:59 PM.
2. Register Now, Pay Later – We recognize the dynamic situation all are facing and are introducing our Register Now, Pay Later for our Youth Outdoor Recreational Programming. Upon checkout, please select “office payment”.



Frequently Asked Questions (FAQ) COVID-19 Pandemic

as of April 3, 2020

3. Fee Guarantee – Register for our Outdoor Recreational Program with full confidence that the funds will be credited and or refunded to you in the event of a total season cancellation.

Will compensation be provided for the Competitive Programs?

The Club recognizes that our competitive teams (CDP & U14+) are unable to participate in their programs from March 13 – April 30, 2020 (at present). Upon returning to business operations, the club will work diligently to determine the credits and/or refunds to be provided to our members registered in the programs impacted. All members of these programs will be advised once completed.

I have not paid my Competitive fees in Full, what happens?

As previously stated, the Club collected March 15th competitive payments via pre-authorization as agreed to and outlined in your competitive fee schedule. As we are unable to presently process other payments that would have otherwise been collected, we will not be chasing our members during this time. We do suggest, that if able, you stay consistent with your payment plan to ease any issues upon our return to the pitch.

What happens if I experience symptoms of COVID-19?

Any person who experiences symptoms should contact [Telehealth Ontario](#) at 1-866-797-0000 or [Peel Public Health](#) at 905-799-7700. All EMSC members should do their best to ensure not only their personal safety but the safety of others and take the following measures:

- Stay home if you are not feeling well
- Wash your hands with soap and water often (for at least 20 seconds)
- Avoid touching your face (specifically eyes, nose and mouth)
- Use alcohol-based sanitizer, with a minimum 60% alcohol content
- Cough & Sneeze into the crook of your arm
- Disinfect surfaces that are often used- door handles, light switches, doors, faucets, etc.

Where should I be checking for updates and how often will you provide them?

The Club will be communicating with its members via the EMSC Social Feeds and Website (all links below). In addition, communication will be sent out to those registered in our present programming directly through PowerUp and we recommend that you check your email (Inbox or spam) for these messages.

Social Channels & Website Link

- Facebook: [@emsceagles](#)
- Instagram: [@emsceagles](#)
- Twitter: [@EMSCeagles](#)
- Website: www.erinmillssoccer.com



Frequently Asked Questions (FAQ) COVID-19 Pandemic

as of April 3, 2020

How to “Opt-in” to email communication in PowerUp

- Log-in to your [PowerUp Sports account](#)
- Select “Account Settings” from the left-side of the home page
- Ensure the tab “Email Settings” is open
- Below the question “Can we email you?” select Yes
- Click Save button

My child(ren) wants to remain engaged in the sport, can you help?

The Club recognizes the drive and love for the beautiful game our members have, and are happy to provide all members with tips, tricks and activities to stay engaged. Through our partnership with Competitive Edge EMSC will post weekly videos of exercises that the kids can do while at home to maintain fitness. Furthermore, our Technical team is working diligently to provide an “Activity Guide” and sending out programming to our members. All of these items can be performed safely while practicing social distancing. Please ensure you check our Social channels for challenges and share your posts with us using [#soarlikeaneagle](#) for a chance to win some EMSC gear.